



Selwyn District Council Residents' Survey 2019

Research Report | August 2019





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1 Infographic Summary



INFOGRAPHIC SUMMARY

OVERALL PERFORMANCE

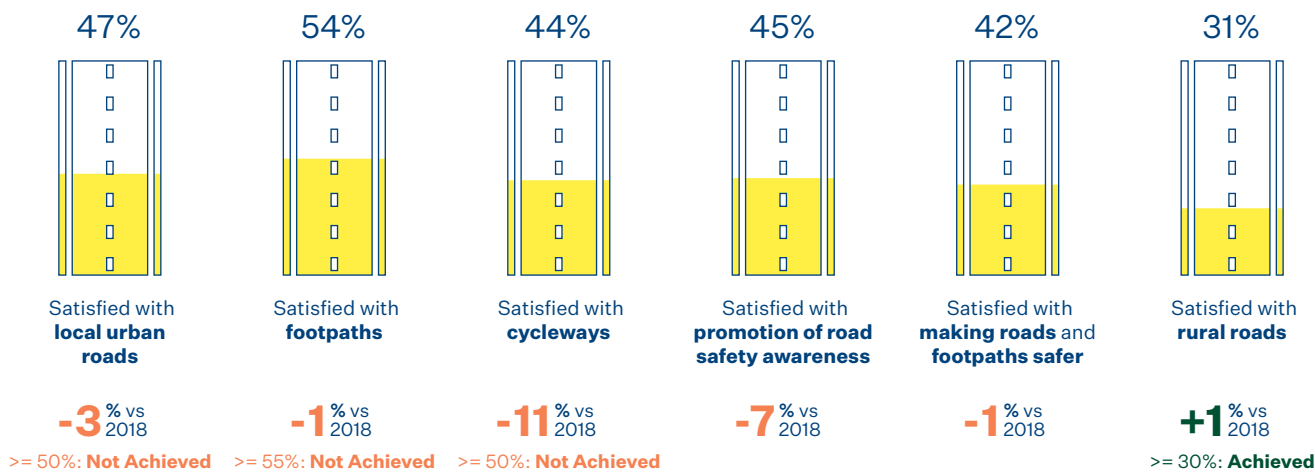


69% Good or very good 0% vs 2018

WATER SERVICES



LAND TRANSPORT



INFOGRAPHIC SUMMARY

WASTE MANAGEMENT



97%

Satisfied with
rubbish collection**+2** % vs
2018>= 90%: **Achieved**

89%

Satisfied with
organic collection**-4** % vs
2018>= 85%: **Achieved**

92%

Satisfied with
recycling collection**-2** % vs
2018>= 90%: **Achieved**

85%

Satisfied with
resource recovery park**+6** % vs
2018>= 75%: **Achieved**

COMMUNITY FACILITIES

Playgrounds **84%****0** % vs
2018 >= 80%: **Achieved**Libraries **83%****-1** % vs
2018 >= 90%: **Not Achieved**Council operated swimming pools **82%****+1** % vs
2018Parks and reserves **81%****-5** % vs
2018 >= 80%: **Achieved**Cemeteries **70%****+15** % vs
2018 >= 65%: **Achieved**Public halls **72%****+2** % vs
2018 >= 70%: **Achieved**Community swimming pools **67%****+13** % vs
2018Public toilets **60%****+6** % vs
2018 >= 50%: **Achieved**

QUALITY OF LIFE

**+2** % vs
2018 >= 90%: **Achieved****+2** % vs
2018 >= 75%: **Not Achieved**

2 Research Design



2 Research Design

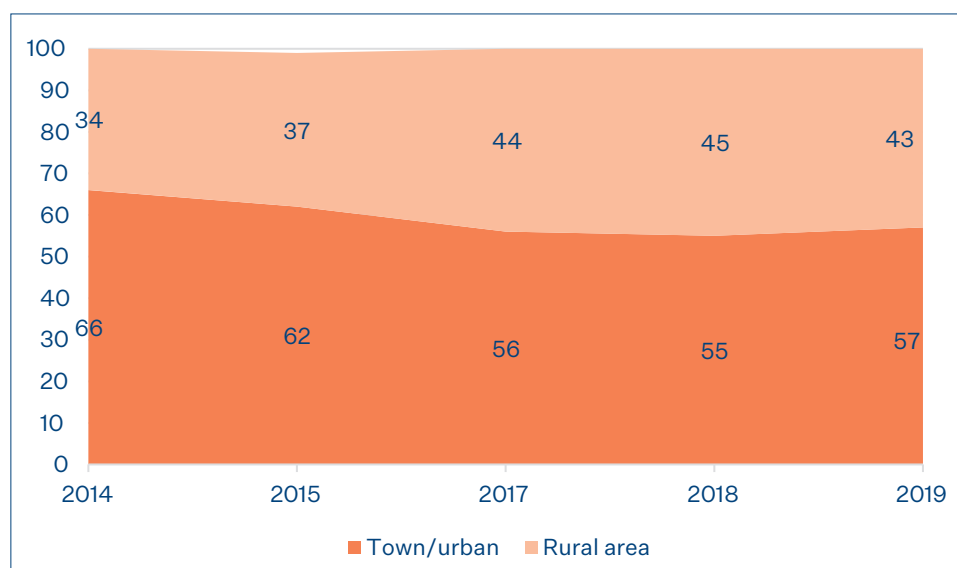
2.1 Research Context & Objectives

The Selwyn District is located in Canterbury, south and west of the Christchurch City area. Selwyn District covers an area of over 6,400km², and had a population of 44,595¹ in March 2013. Statistics New Zealand estimated that the population had grown to 56,200 in August 2016². Selwyn District is one of the strongest performing local authorities in the country, with consistent population and economic growth.

Since the Canterbury earthquake series of 2010-2011, Selwyn's population has increased as Christchurch residents took the opportunity to move to a more geologically sound area. In fact, Selwyn's population grew by 33% between 2006 and 2013. The main towns in the district are Rolleston, Leeston, Lincoln and Darfield, and the district is separated into four wards (Selwyn Central, Malvern, Ellesmere and Springs). While Selwyn's population has traditionally been more rural than urban, this is changing as residential areas are developed in the north-eastern part of the district (near Christchurch).

When residents are asked to self-define whether they live in rural or urban areas, we can see that over two in five claim to live in a rural area, with just over half living in urban spaces, and over half are working inside the Selwyn district.

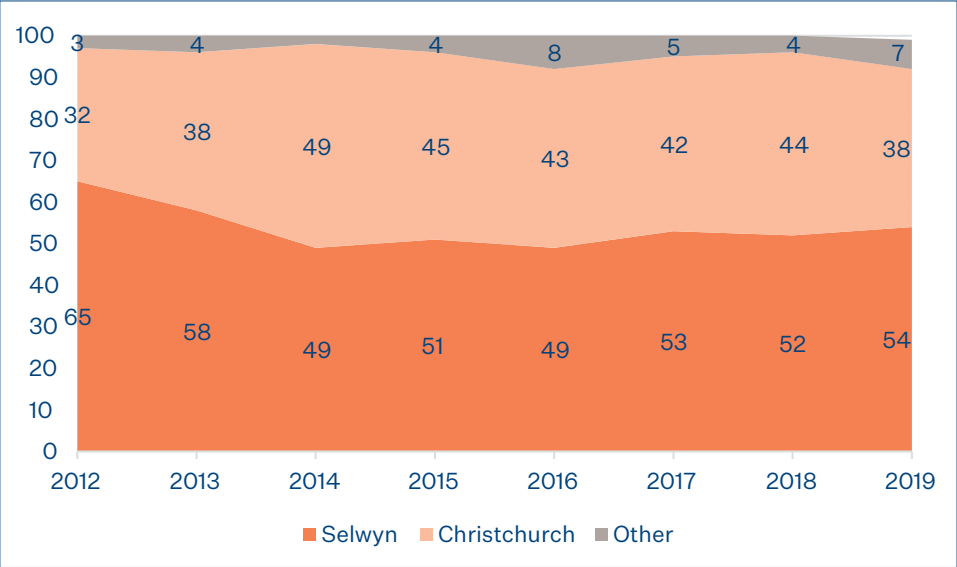
2.1.1 Location, Over Time



¹ Statistics New Zealand, Age by sex, for the census night population count, 1996, 2001, 2006, and 2013 Censuses (RC, TA, AU)

² Statistics New Zealand, Subnational population estimates (TA, AU), by age and sex, at 30 June 1996, 2001, 2006-16 (2017 boundaries)

2.1.2 Workplace Location, Over Time



The Selwyn District Council (the Council) Residents' Survey is a key monitoring tool, providing information for the Council's annual District Plan as well as providing the Council with foresight into emerging issues in the community. As in previous years, the two key objectives for the 2019 Residents' Survey were:

- To gather robust and representative data on resident satisfaction with the services and activities that the Council is responsible for; break these down by ward and theme; and measure trends from previous years; and
- To provide insights into how the Council can best invest its resources to improve service levels and resident satisfaction in the future, particularly for core activities.

In 2019, additional questions were added to provide a snapshot of the experience residents have received when interacting with Selwyn Council in the last 3 months. The Council is in the process of revamping and integrating the existing customer services areas across the Council, so this was designed to provide an indicative baseline of the current customer experience. Results are outlined in Section 9 of this report.

2.2 Research Design

As in previous years, the 2019 Selwyn District Council Residents' Opinion Survey was conducted primarily by a telephone survey designed to obtain the views of the Selwyn community but with some online channel support.

1. A random database of telephone numbers was obtained covering the Selwyn area. This included a sample from Research First's cellphone-only database. After piloting the survey to ensure consistency and respondents' ability to comprehend and credibly respond to the questions, data collection took place between June 25th and July 12th. **A total of 401 residents completed the survey via this method.**
 - Due to a data collection error, a recontact survey was required in 2019 to collect missing data about "Community facilities" and "Water services". A total of 312 of the original respondents were successfully contacted again, between 13th – 20th August to complete the missing information. This is a very successful re-contact response rate of 78%.
2. The online option also aimed to canvass the opinions of younger residents, by promoting the survey through Selwyn's Facebook page. To ensure high levels of data quality, online responses were analysed separately from telephone responses as the profile of Facebook respondents was skewed towards those living in the Selwyn ward, females, and those aged 35-44 years old (see table 2.3.2). A separate section has been provided reporting on these residents' views. **A total of 227 residents completed the survey via this method.**

2.3 Research Sample

Telephone data collection was randomised within each household to ensure the sample included a spread of respondents based on age and gender. A quota system was used to ensure the sample was representative of the Selwyn District. The 2019 Selwyn Residents' Survey core sample involved 401 completions. The maximum margin of error from the sample is $\pm 4.9\%$ ³, and as such the data can be considered robust.

2.3.1 Sample Profile vs 2018:

	2018		2019		Census 2013
	n	%	n	%	
Gender					
Male	214	51%	199	50%	51%
Female	206	49%	202	50%	49%
Age					
18-34	72	17%	80	20%	22%
35-54	208	49%	193	48%	45%
55+	141	33%	128	32%	32%
Sample Ward					
Malvern	72	17%	73	18%	17%
Selwyn Central	172	41%	157	39%	39%
Springs	106	25%	101	25%	28%
Ellesmere	71	17%	70	17%	15%
Sample Location					
Town	232	55%	228	57%	
Rural area	189	45%	173	43%	
Sample Workplace Location					
Within Selwyn	188	45%	181	45%	
Christchurch	158	38%	129	32%	
Not currently employed	62	15%	70	17%	
Other	13	3%	21	6%	
Total	421		401		

³ At the 95% confidence interval.

The Facebook sample is a great way to engage with residents, however, it is a self-selecting sample and does again skew towards females, those aged 25-44 years old and those that live within the Selwyn Central ward. The results from the Facebook sample are noted in the Appendix (section 10 of this report).

2.3.2 Sample Profile 2019 vs. Selwyn Facebook Sample:

	2019 Core sample		2019 Selwyn Facebook sample		Census 2013
	n	%	n	%	
Gender					
Male	199	50%	68	30%	51%
Female	202	50%	159	70%	49%
Age					
18-24	50	12%	13	6%	8%
25-34	30	7%	33	15%	14%
35-44	50	12%	72	32%	22%
45-54	143	36%	49	22%	24%
55-64	55	14%	40	18%	18%
65+	73	18%	20	9%	16%
Sample Ward					
Malvern	73	18%	37	16%	17%
Selwyn Central	157	39%	116	51%	39%
Springs	101	25%	52	23%	28%
Ellesmere	70	17%	22	10%	15%
Sample Location					
Town	228	57%	194	85%	
Rural area	173	43%	33	15%	
Sample Workplace Location					
Within Selwyn	181	45%	75	33%	
Christchurch	129	32%	107	47%	
Not currently employed	70	17%	38	17%	
Other	21	6%	7	3%	
Total	401		227		

2.4 Data Analysis

Following the completion of data collection, analysis was undertaken using SPSS™ and Q Professional™. Data have been analysed, and for all questions using Likert scales, the total number of satisfied respondents has been calculated. The total percentage of respondents who rated a service as 'good' or 'very good' (or respondents who agree to a statement) provides insight into how the service is perceived by the community overall. Non-responses (i.e. 'don't know/ not applicable') have been excluded from analysis.

Data from previous community and residents' surveys has been compiled, and where possible, trends in perceptions have been identified.

As data have been collected on different scales in the past, these results have been matched, where possible, but this may have an impact on purported trends. Additionally, the description of some council services and facilities has changed over time, which could also affect trend results.

Question wording and rating scales in 2019 are comparable to 2018 which has been the primary point of comparison for this report.

3 Overall Performance

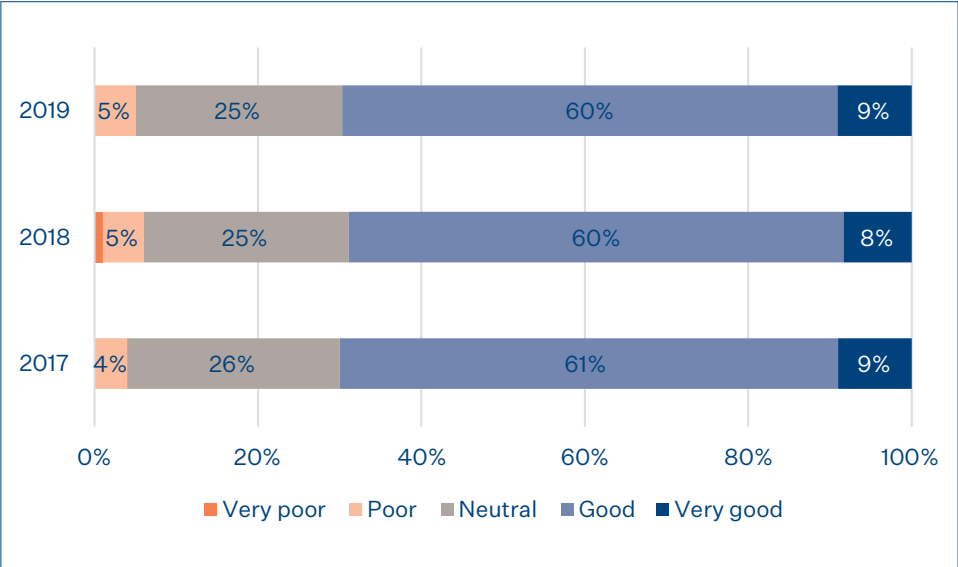


3 Overall Performance

Residents were asked how they rated the Council’s overall performance. This question was asked using a simple five-point Likert scale, ranging from very good to very poor. For ease of analysis, a ‘more than good’ score has been calculated. This simply adds together those respondents who rated overall Council performance as ‘very good’ or ‘good’.

Results remain very similar to the last two years, with 69% of residents overall feeling that the Council’s performance was good or very good. A quarter of the sample were neutral, and just 6% felt performance was poor or very poor.

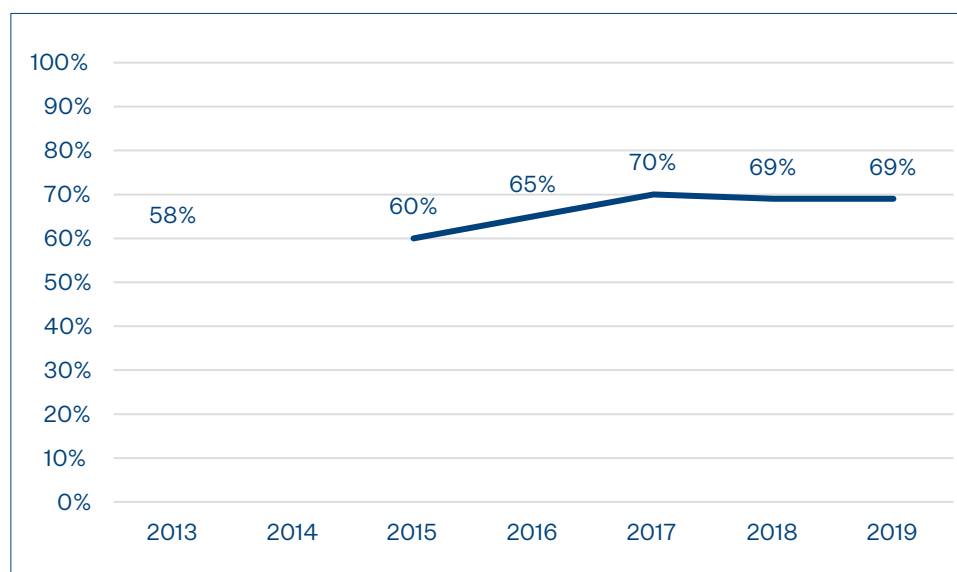
Figure 3.1: Overall Performance



2019 N=401

Residents' perceptions of Council's performance improved in 2017 and have remained stable since then.

Figure 3.2: Overall Performance, Over Time



Residents living in a township are slightly happier with Council's performance than residents in a rural area. Selwyn Central and Springs residents are most positive in 2019, along with those aged 18-34.

Figure 3.3: Overall Performance, by Location

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
More than good	72%	65%	55%	77%	75%	60%
Very poor	0%	1%	1%	1%	0%	0%
Poor	4%	6%	11%	2%	1%	13%
Neutral	23%	27%	33%	20%	24%	27%
Good	63%	57%	47%	65%	66%	54%
Very good	10%	9%	8%	11%	9%	6%
Total	227	173	73	157	101	70

Please note that residents self-identified as living in a town or rural area, therefore this data may not correspond to the Council's definition of zones.

Figure 3.4: Overall Performance, by Age & Gender

	Male	Female	18-34	35-54	55+
More than good	70%	68%	84%	66%	65%
Very poor	1%	0%	0%	1%	0%
Poor	6%	5%	1%	5%	8%
Neutral	23%	26%	15%	27%	27%
Good	59%	61%	70%	62%	52%
Very good	11%	7%	14%	5%	13%
Total	199	201	80	193	128

4 Water Services



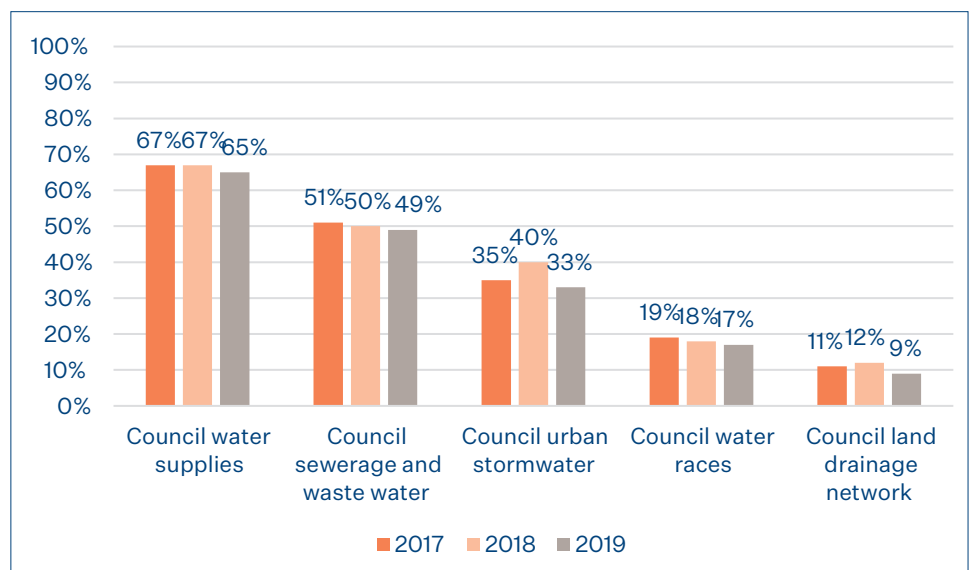
4 Water Services

Residents were asked if they use or are provided with a range of Council water services:

- Water races;
- Water supplies;
- Urban stormwater;
- Land drainage network; and
- Sewerage and waste water.

There are very similar levels of usage compared to 2017 and 2018. Most respondents are provided with a Council water supply, around half have access to sewerage and waste water and 1 in 3 have access to urban stormwater. Water races and land drainage were less commonly used or provided.

Figure 4.1: Water Services, Use/Provision

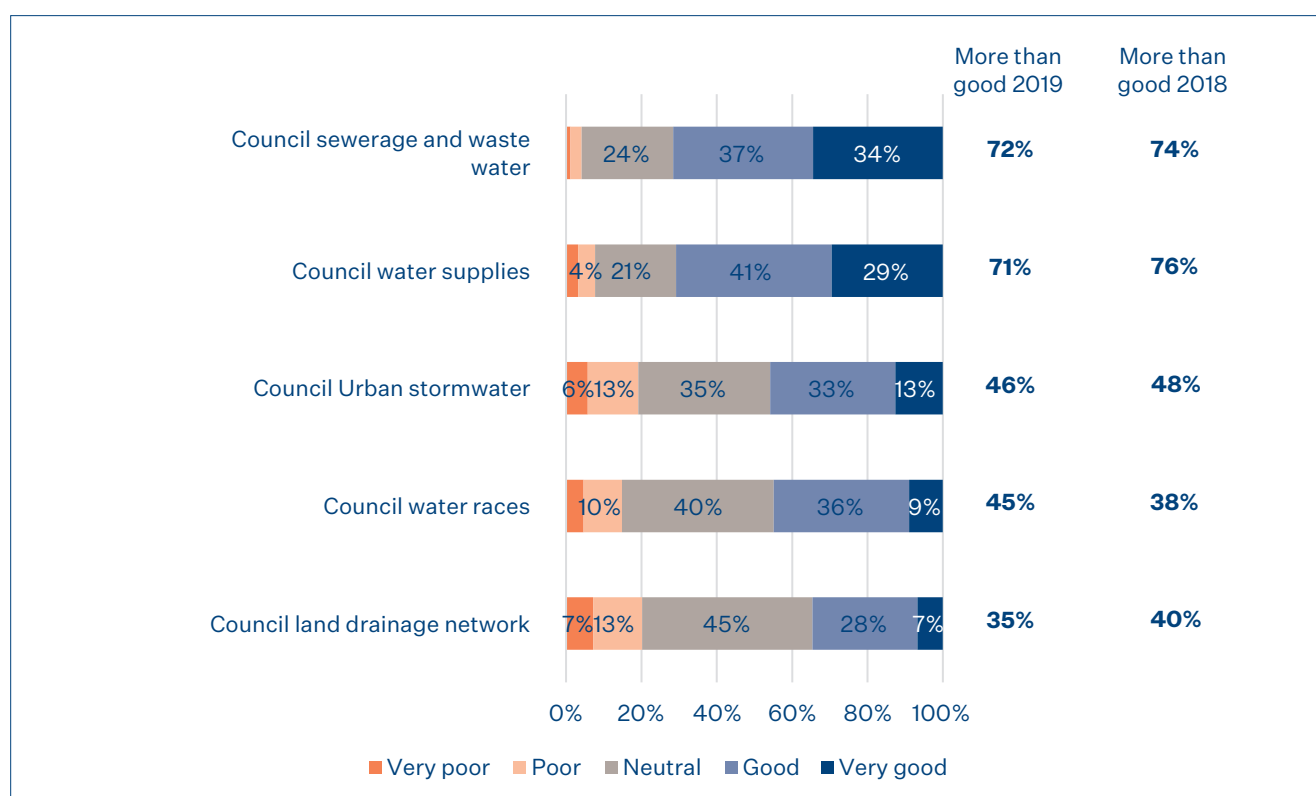


Respondents were asked to rate the Council's performance with each of the five water services.

Overall perceptions of sewerage and waste water, and water supplies remain high at 72% and 71% respectively rating performance as good or very good. These are slightly down compared to 2018.

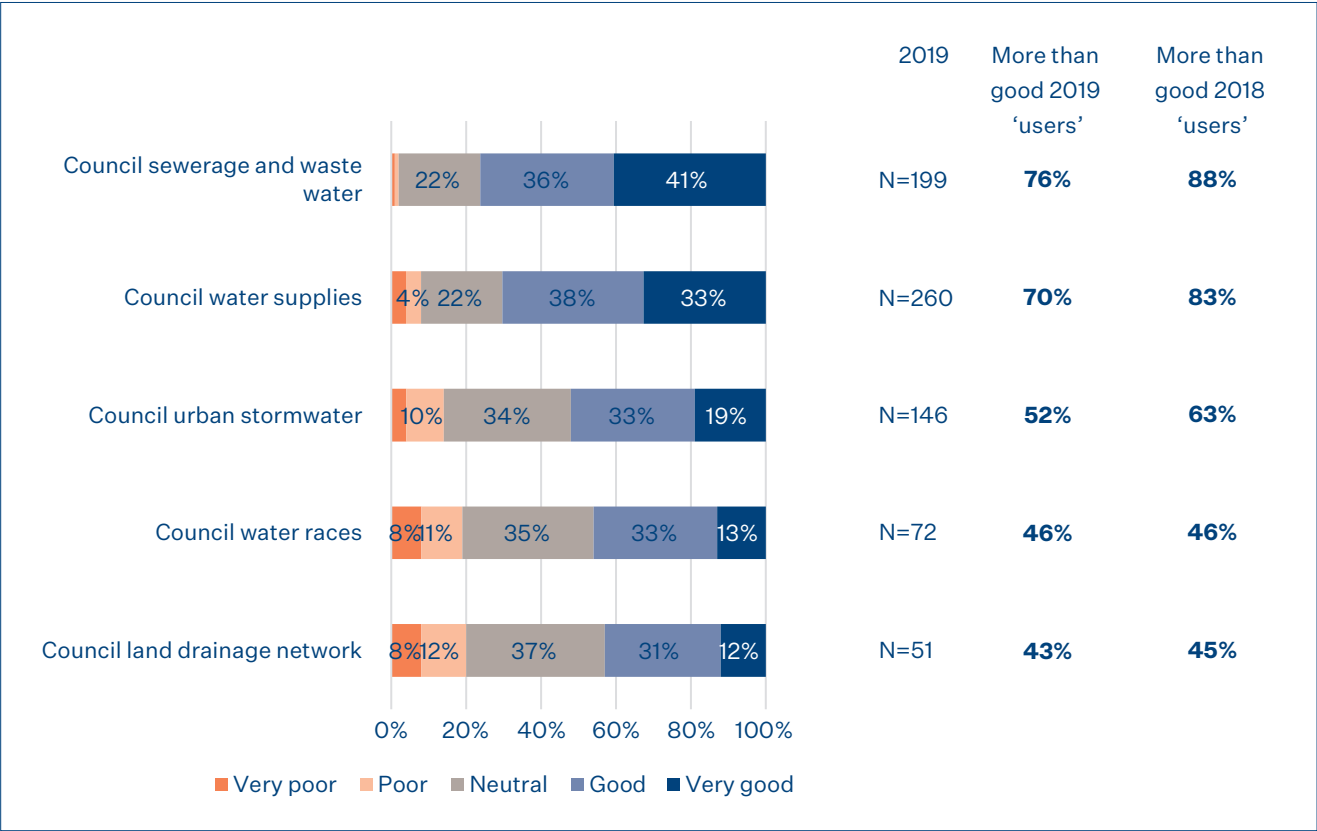
Overall satisfaction with urban storm water (46%) water races (45%), and the land drainage network (35%) are lower. These service ratings include residents who are not using the services, so it naturally includes a higher proportion of neutral responses. However it does show that performance of water races has improved this year, while the land drainage performance has declined slightly.

Figure 4.2: Water Services, Performance by All Residents



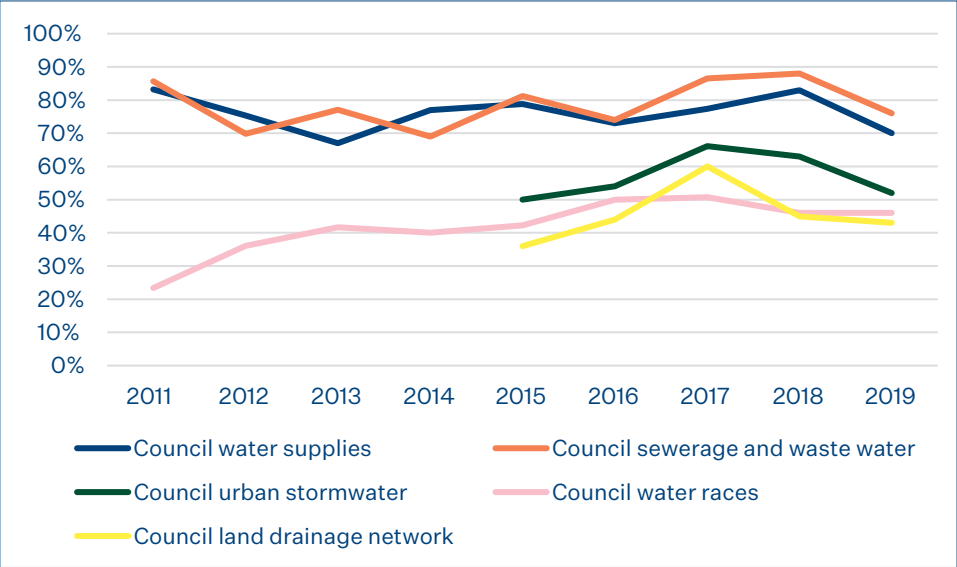
This year, while still positive generally, overall perceptions of sewerage and waste water, and water supplies were significantly lower amongst users than previous years, with 76% and 70% respectively rating performance as good or very good. Overall satisfaction with urban storm water (52%) water races (46%), and the land drainage network (43%) is also lower than 2018.

Figure 4.3: Water Services, Performance by Users



Trend analysis shows that while all water services remain ahead of lower levels prior to 2015, the trend is declining for sewerage and wastewater and stormwater. Water supplies are also at the lowest level since 2013.

Figure 4.4: Water Services, “More than good” Ratings by Users Over Time



Respondents in towns are more satisfied with water supplies, sewerage and waste water services than their rural counterparts. Similarly, males, and those aged 18-34 years old tend to be a little more satisfied with each of the five water services.

Table 4.5: Water Services Performance, All residents

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Council water supplies	73%	64%	50%	78%	75%	75%
Council sewerage and waste water	77%	58%	48%	78%	81%	56%
Council water races	45%	45%	38%	49%	48%	39%
Council urban stormwater	45%	47%	41%	39%	56%	48%
The Council land drainage network	34%	35%	43%	31%	30%	41%

Please note that residents self-identified as living in a town or rural area, therefore this data may not correspond to the Council's definition of zones.

Table 4.5: Water Services Performance, All residents

	Male	Female	18-34	35-54	55+
Council water supplies	73%	69%	79%	66%	73%
Council sewerage and waste water	77%	66%	76%	70%	71%
Council water races	45%	45%	56%	44%	40%
Council urban stormwater	49%	43%	49%	46%	44%
The Council land drainage network	39%	31%	58%	23%	36%

Residents who are dissatisfied also provided responses about the reasons for their dissatisfaction. These are compiled in Table 4.7; verbatim responses are provided in Appendix Two.

Table 4.7: Reasons for Dissatisfaction with Water Services

	2018	2019
COUNCIL WATER SUPPLIES		
Issues with water supply/ infrastructure	5	3
Issues with water treatment/ contaminations/ chlorination	12	7
High costs/ fees	4	9
Do not like water restrictions	0	
Poor water quality (smell, taste, colour)	3	9
Poor water pressure	0	2
Poor communication around water issues	1	1
Lack of support during natural disasters	1	
Issues with council management	0	2
Total responses, water supplies	21	24
COUNCIL SEWERAGE AND WASTE WATER		
Poor infrastructure/planning	3	4
Poor drainage/ flooding issues	8	3
Don't have a sewerage system	4	3
Poor maintenance	1	1
Bad smells	1	
Discharge into waterways	2	
Dissatisfaction with Ecan/Council relationship regarding waste water plant/waste water management		4
Total responses, sewerage and waste water	17	11
COUNCIL WATER RACES		
Poorly maintained/ serviced	24	19
Poor Council management around issues to do with water races	1	5
No water in them/ poor water flow	9	8
Too much water/overflowing	9	15
Rubbish/ dirty/ overgrown	17	9
Water races turned off/on inconsistently	3	2
Drainage issues	2	2
Redundant	5	4
Costs	1	

	2018	2019
Don't know	2	
Total responses, water races	52	38
COUNCIL URBAN STORMWATER		
Surface flooding	18	38
Poor drainage/blockages	6	15
Lack of maintenance	4	7
Poor council management/communication	2	4
Don't use	3	
Total responses, urban stormwater	31	53
THE COUNCIL LAND DRAINAGE NETWORK		
Poor/ lack of maintenance	10	9
Farming pollution / water quality		8
Issues with Lake Ellesmere		6
Drainage not working	2	16
Council don't respond to issues/ don't listen	2	6
Need to expand network	2	1
Should be kept more often	1	6
Poor contractor performance	1	
Don't know	6	
System needs upgrading		2
Total Responses, land drainage	25	42

5 Land Transport



5 Land Transport

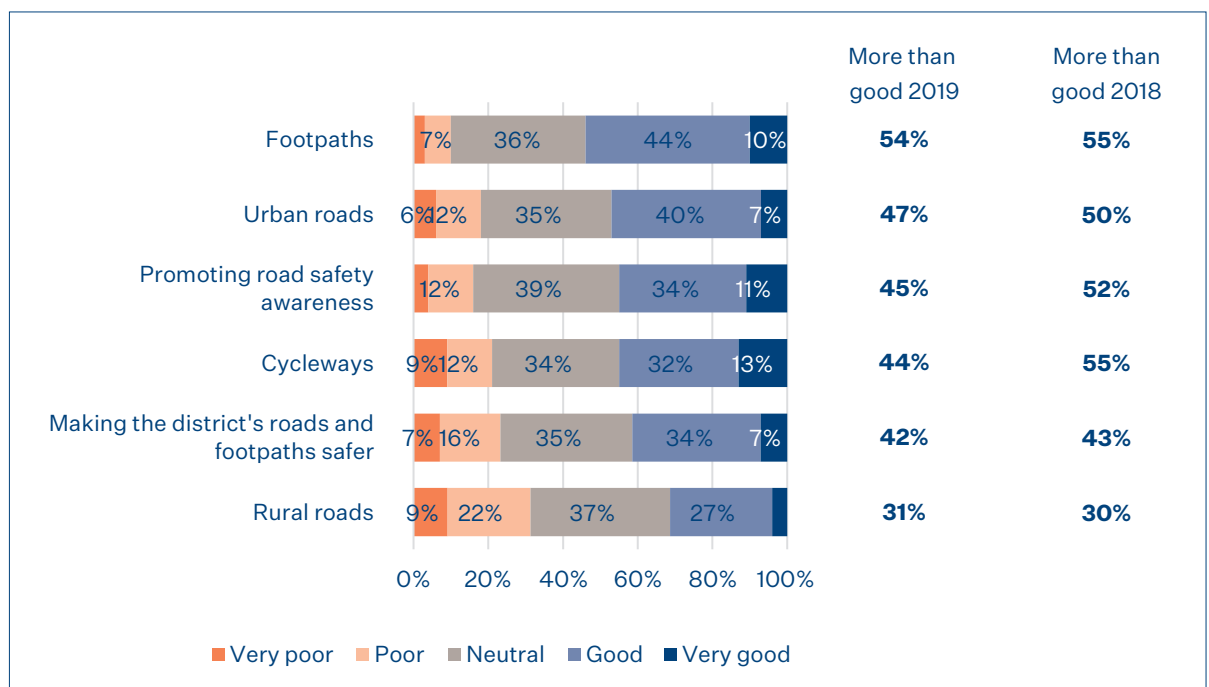
Respondents were asked to rate the Council's performance across the following services:

- Urban roads;
- Footpaths;
- Cycleways;
- Making the district's roads and intersections safer;
- Rural roads; and
- Promoting road safety awareness.

Respondents were most satisfied with footpaths (54%) and urban roads (47%) as well as the promotion of road safety awareness (45%). Residents were least satisfied with rural roads (31%).

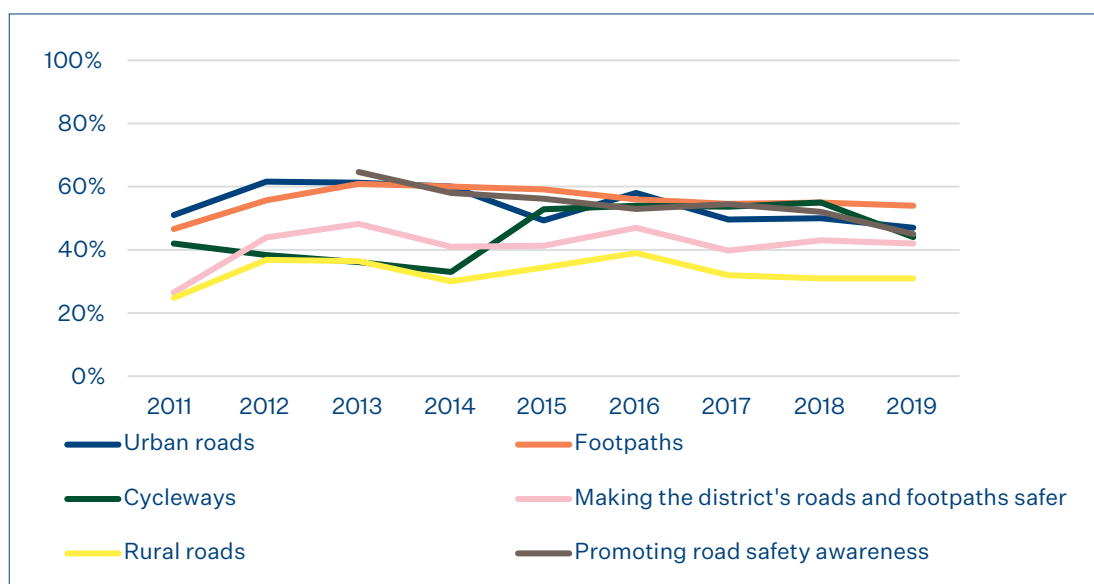
Note that not all residents use all services, and those who do not use a service (such as rural roads) may have no or a lower opinion of it.

Figure 5.1: Land Transport Performance, All Residents



For ease of analysis, a 'more than good' score has been calculated. This simply adds together those respondents who said 'good' or 'very good'.

Perception of most land transport services remain steady since 2018, however promotion of road safety awareness continues to decline and cycleways has also decreased in 2019.

Figure 5.2: Land Transport, All Residents, Over Time

Rural respondents continue to be less satisfied with aspects of land transport than town respondents.

Those in Springs and Selwyn are notably more satisfied with cycleways and road safety promotion than other wards, and those in the 18-34 age bracket providing higher satisfaction levels for all metrics, except cycleways.

Table 5.3: Land Transport Performance, All Residents

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Urban roads	50%	44%	40%	52%	47%	43%
Footpaths	60%	45%	51%	60%	53%	46%
Cycleways	49%	38%	20%	52%	60%	23%
Making the district's roads and footpaths safer	43%	39%	31%	45%	47%	37%
Rural roads	33%	29%	19%	38%	29%	33%
Promoting road safety awareness	48%	42%	28%	52%	44%	35%

Please note that residents self-identified as living in a town or rural area, therefore this data may not correspond to the Council's definition of zones.

Table 5.4: Land Transport Performance, All Residents

	Male	Female	18-34	35-54	55+
Urban roads	46%	48%	65%	44%	41%
Footpaths	56%	52%	66%	49%	54%
Cycleways	41%	47%	43%	44%	46%
Making the district's roads and footpaths safer	44%	39%	55%	38%	39%
Rural roads	32%	31%	43%	27%	32%
Promoting road safety awareness	41%	49%	57%	45%	37%

Residents who are dissatisfied also provided responses about the reasons for their dissatisfaction. These are compiled in Table 5.5; verbatim responses are provided in Appendix Two.

Table 5.5: Reasons for Dissatisfaction with Land Transport

	2018	2019
URBAN ROADS		
Roads are in poor condition (potholes etc)	47	35
Roads are poorly maintained	20	27
Issues with traffic management (heavy traffic, speed limits, signage etc)	16	18
Repairs are not done properly	14	16
Roads are too narrow	9	9
Council not investing in roading	2	12
Issues with roadworks	2	2
Safety concerns	4	7
Poor streetlighting	1	
Parking in rural towns/ poor parking	3	
Total responses, urban roads	72	71
FOOTPATHS		
Need more footpaths	23	18
Poor condition (pot holes etc)	15	9
Poor design/ construction	4	8
Poor maintenance	8	5
Need better lighting	2	1
Not repaired properly/unfinished	7	4
Variable quality	0	4
Other	0	2
Don't know	0	2
Total responses, footpaths	46	39

	2018	2019
CYCLEWAYS		
None or not enough cycleways	38	47
Cycleways/ roads unsafe	9	15
Don't want cycleways	4	4
Poorly designed	3	11
Cycleways aren't used	2	2
Available spaces could be utilised better	2	1
No space for them/roads too narrow	0	8
Cycleways are not marked		3
Other	2	4
Don't know	1	3
Total responses, cycleways	55	74
MAKING THE DISTRICT'S ROADS AND FOOTPATHS SAFER		
Poor condition (pot holes, uneven surface etc)	17	22
No evidence they are (not enough being spent, not seeing roads improve etc)	20	26
Poorly maintained	17	19
Traffic control poor (no markings, lights, signs etc)	20	8
Issues with traffic (heavy traffic, speed)	8	14
Improve visibility/ streetlighting	5	6
Need more pedestrian crossings	3	8
Roads too narrow	5	9
No/ not enough footpaths	7	7
Not keeping up with growth in area	5	3
Poor response/communication about safety issues	2	10
Unsafe	2	17
Other	2	1
Don't know	1	1
Total responses, making roads and footpaths safer	78	90
RURAL ROADS		
Poor condition (pot holes, uneven etc)	70	70
Poor maintenance	63	56
Narrow roads	24	20
Heavy traffic	25	27
Poor visibility	4	10

	2018	2019
Lack of sealed roads	12	6
Unsafe intersections	7	8
Speed limits too high/low/inconsistent	7	13
Signage is poor	8	16
Not enough being spent on roading	9	8
Generally unsafe	7	17
Poor response to requests	5	5
Other	4	2
Don't know	0	4
Total responses, rural roads	136	126
PROMOTING ROAD SAFETY AWARENESS		
Have not seen any	29	37
Traffic control issues still present (speed limits, intersections, signage etc.)	15	11
Poor driver behaviour still present	5	1
Not enough being done	6	15
Not aware it was Council that did it	2	4
Deaths/accidents still happening	2	4
Changes communicated poorly	1	1
Road condition unsafe	0	4
Other	3	1
Don't know	2	2
Total responses, road safety awareness	53	63

6 Waste Management



6 Waste Management

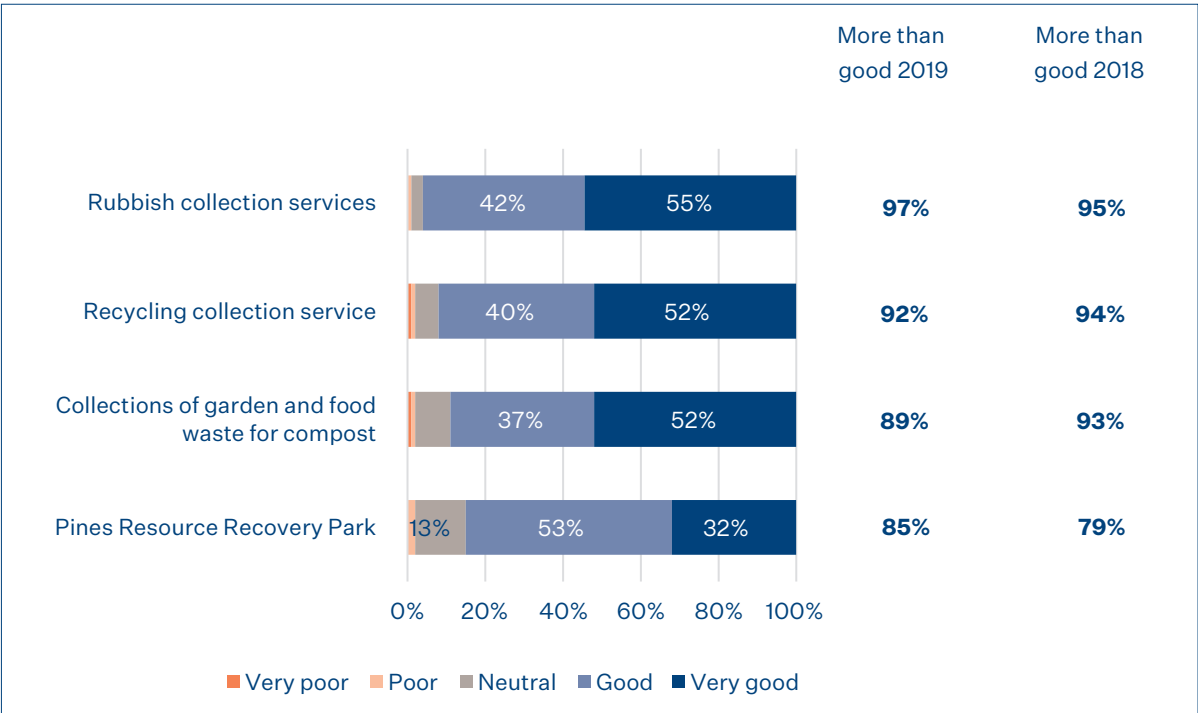
Respondents were asked to provide information regarding their perception of the waste management services provided by the Council:

- Rubbish collection services;
- Collection of lawn, garden and food waste for compost; and
- Recycling collection services.

Council is clearly performing well at providing waste management services. Nearly all users are satisfied with rubbish collection (97%), recycling collection (92%) and organic collection (89%).

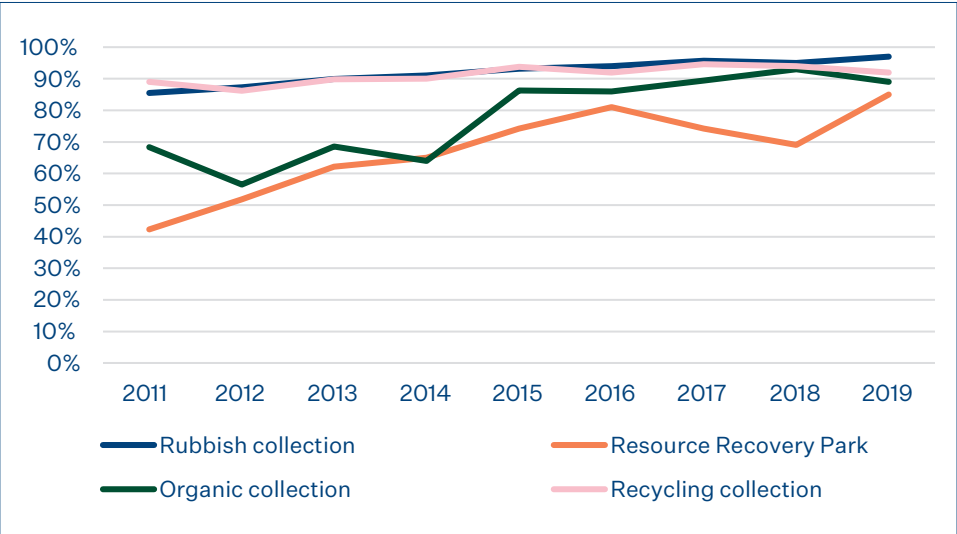
As with previous years, those who did not receive this service or were unable to rate were excluded from analysis. For ease of analysis, a ‘more than good’ score has been calculated. This simply adds together those respondents who said ‘good’ or ‘very good’.

Figure 6.1: Waste Management, Performance 2019



Results over time show that rubbish, recycling and organic collection performance have all stabilised at very high levels after a number of years of gradual improvement. Performance of the Pines Resource Recovery Park has recovered after a low point last year, to a similar performance of all other waste management areas.

Figure 6.2: Waste Management Performance, Over Time, All Respondents



Just under half of residents have used the Pines Resource Recovery Park in the last year, which is stable and comparable to previous years.

Users rate the performance of Pines Resource Recovery Park higher this year than in 2018.

Figure 6.3: Overall Use of Pines Resource Recovery Park

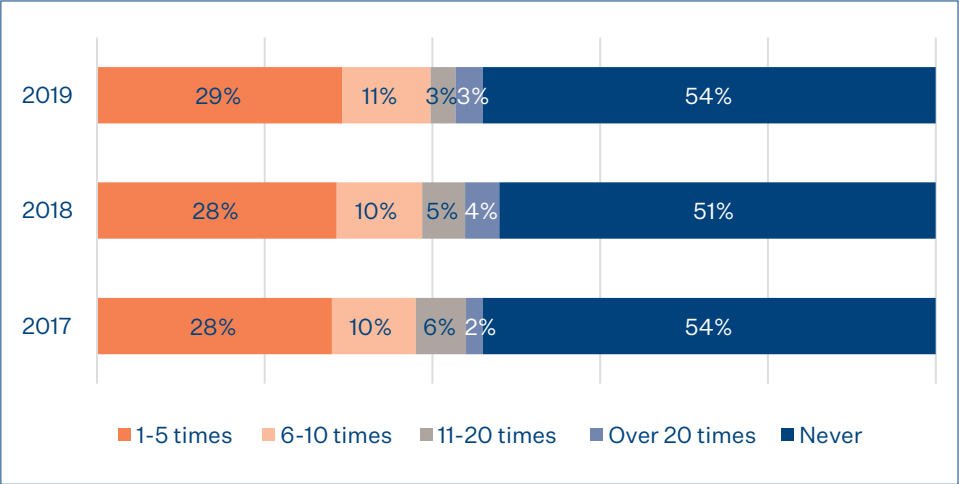
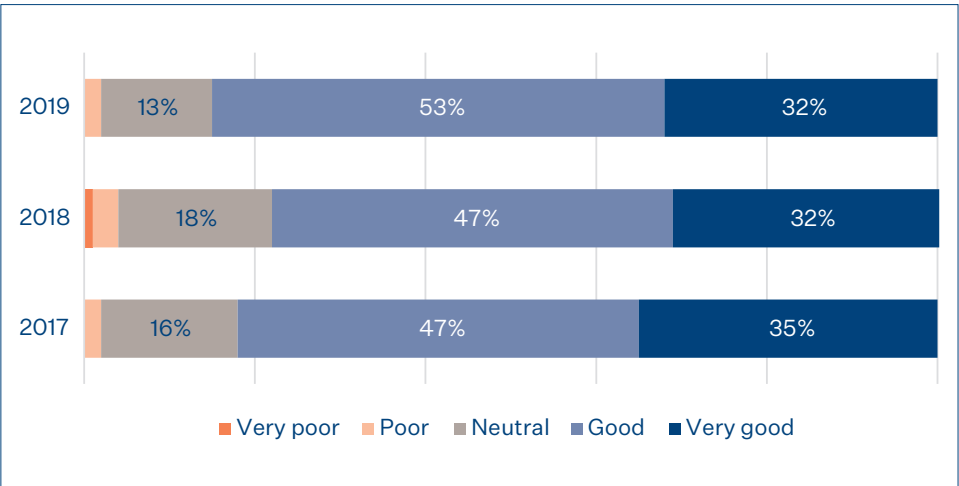


Figure 6.4: Performance of Pines Resource Recovery Park, by Users



Perceptions are high across ward, location, gender and age; however the compost collection service is consistently rated less highly among:

- Rural residents;
- Those living in Malvern ward;
- Males; and
- Residents between 18 and 34 years of age.

Table 6.5: Waste Management Performance, by Users

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Rubbish collection service	99%	94%	97%	97%	97%	94%
Collections of lawn, garden and food waste for compost	90%	82%	77%	90%	92%	89%
Recycling collection service	93%	91%	84%	95%	94%	90%
Pines Resource Recovery Park	87%	81%	78%	85%	90%	84%

Please note that residents self-identified as living in a town or rural area, therefore this data may not correspond to the Council's definition of zones.

Table 6.6: Waste Management Performance, by Users

	Male	Female	18-34	35-54	55+
Rubbish collection service	96%	98%	96%	97%	96%
Collections of lawn, garden and food waste for compost	83%	95%	79%	96%	84%
Recycling collection service	90%	95%	93%	94%	89%
Pines Resource Recovery Park	84%	86%	74%	89%	83%

Residents who are dissatisfied also provided responses about the reasons for their dissatisfaction. These are compiled in Table 6.7; verbatim responses are provided in Appendix Two.

Table 6.7: Reasons for Dissatisfaction with Waste Management

	2018	2019
RUBBISH COLLECTION SERVICE		
Collected too far away from property	1	1
Bin not emptied properly	1	0
Collection service inadequate	0	1
Total responses, rubbish collection	2	2
COLLECTIONS OF LAWN, GARDEN AND FOOD WASTE FOR COMPOST		
Service not offered	0	1
Issues with service	1	2
Cost of service	0	0
Unaware council offers this service	1	2
Total responses, organic collection	2	4
RECYCLING COLLECTION SERVICE		
Only come once a fortnight	0	1
Do not get this service	1	0
Collection too far away from property	1	1
More transparency/information on recycling services	0	2

	2018	2019
Does not always get collected	0	2
Total responses, recycling collection	2	7
THE PINES RESOURCE RECOVERY PARK		
Too costly	2	1
Not easy to use- layout/wind issues	4	3
Poor service	1	1
Opening hours unsuitable	1	0
Limited recycling opportunities	0	1
Total responses, resource recovery park	8	4

7 Community Facilities



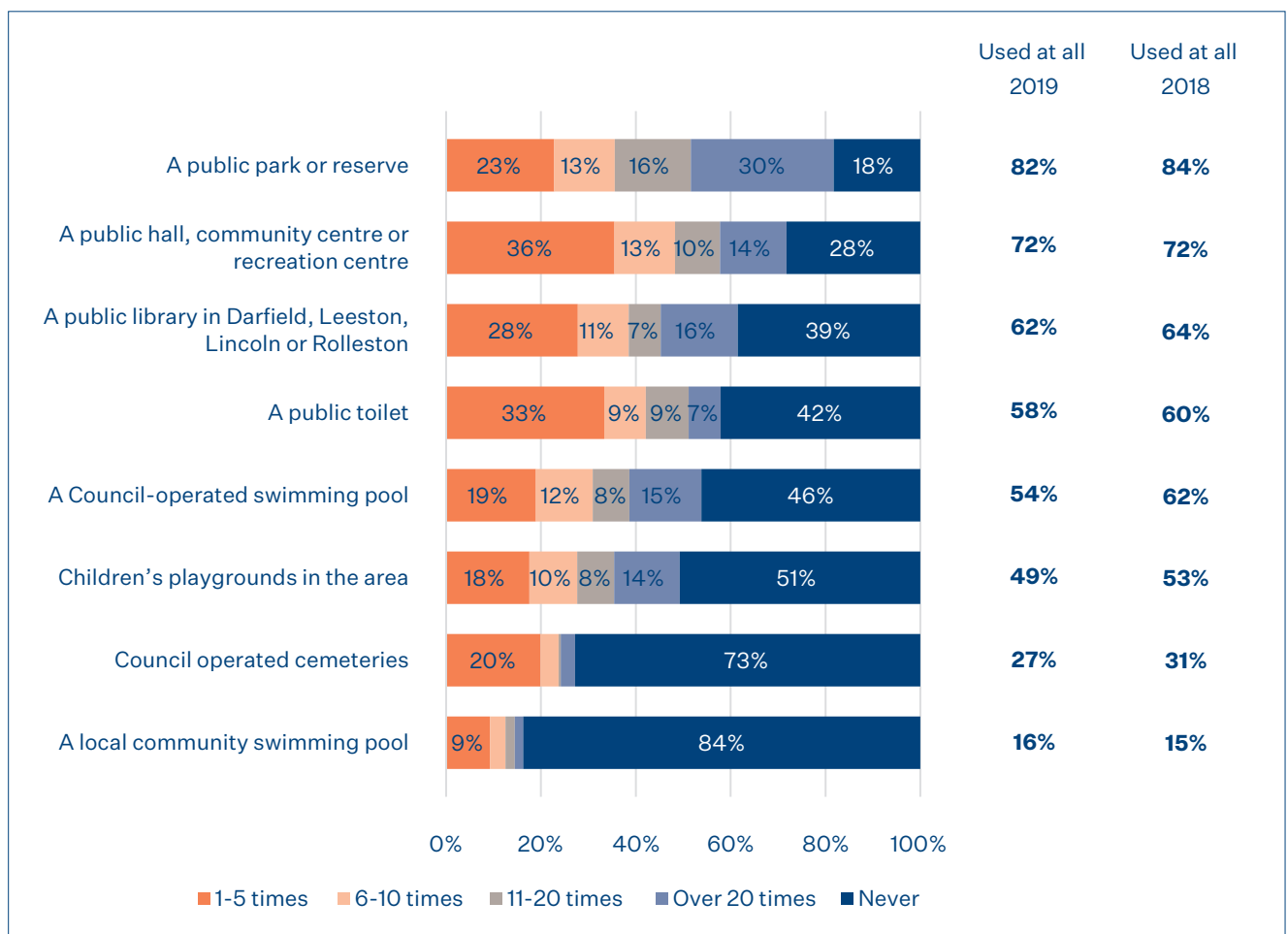
7 Community Facilities

A range of Council community facilities were evaluated in the 2019 Residents' Survey:

- Public halls;
- Parks and reserves;
- Council operated cemeteries;
- Children's playgrounds;
- Public libraries;
- Swimming pools; and
- Public toilets.

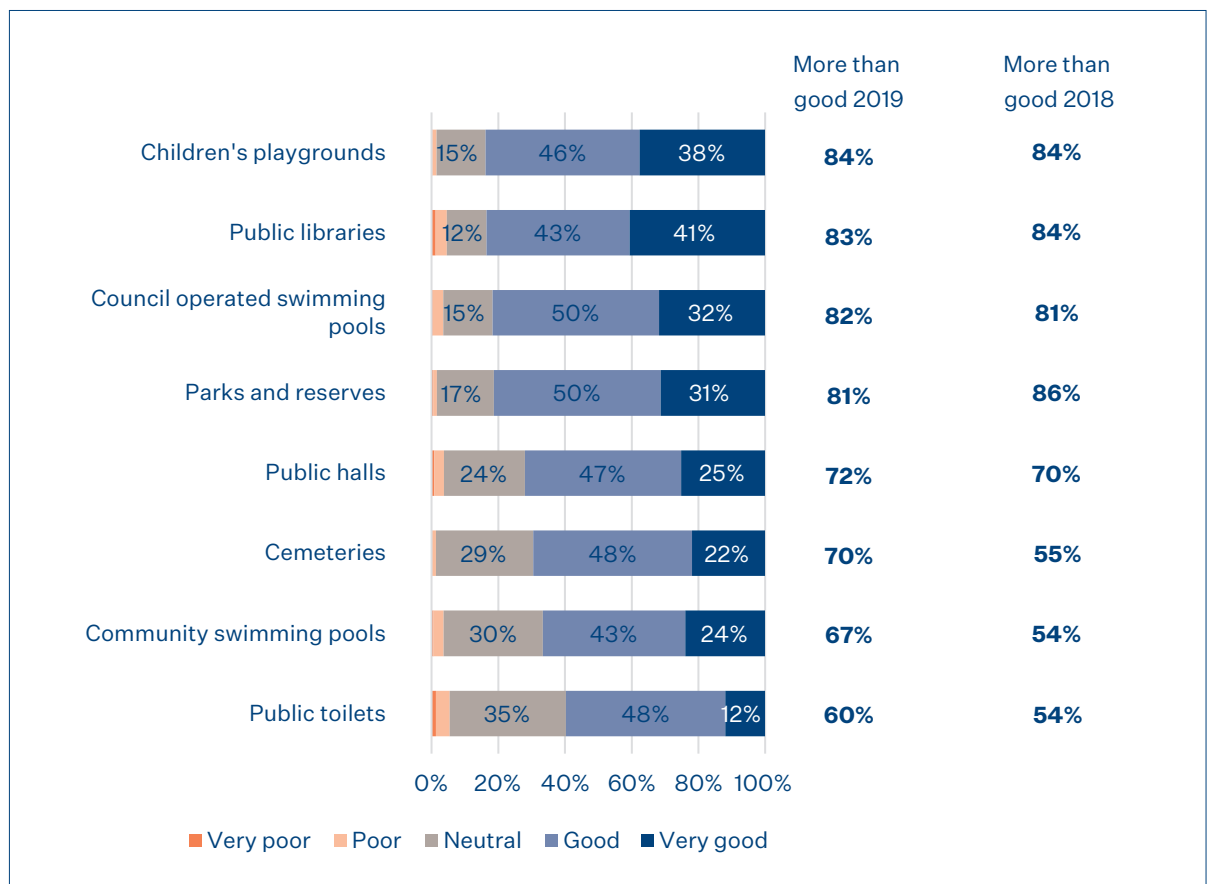
Parks and reserves were the most popular community facility, used by 82% of residents at least once. This was followed by public halls (72%) and a public library (62%).

Figure 7.1: Community Facilities, Use/Provision



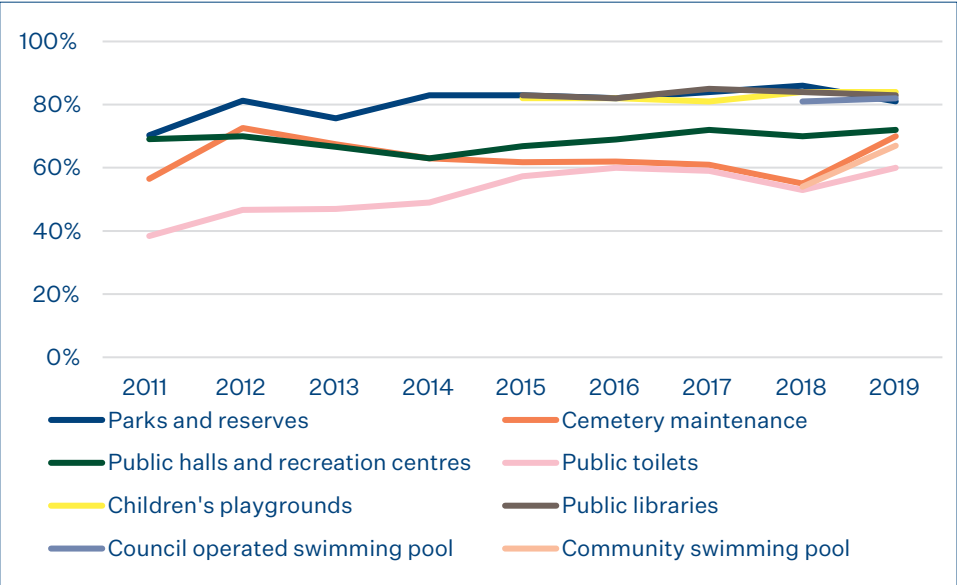
Of the community facilities, Council performance was rated most highly for playgrounds (84%), public libraries (83%), council operated swimming pools (82%) and parks and reserves (81%). Beyond this, ratings for other facilities were as follows: public halls (72%), cemeteries (70%), other community pools (67%) and public toilets (60%).

7.2: Community Facilities, Performance by residents



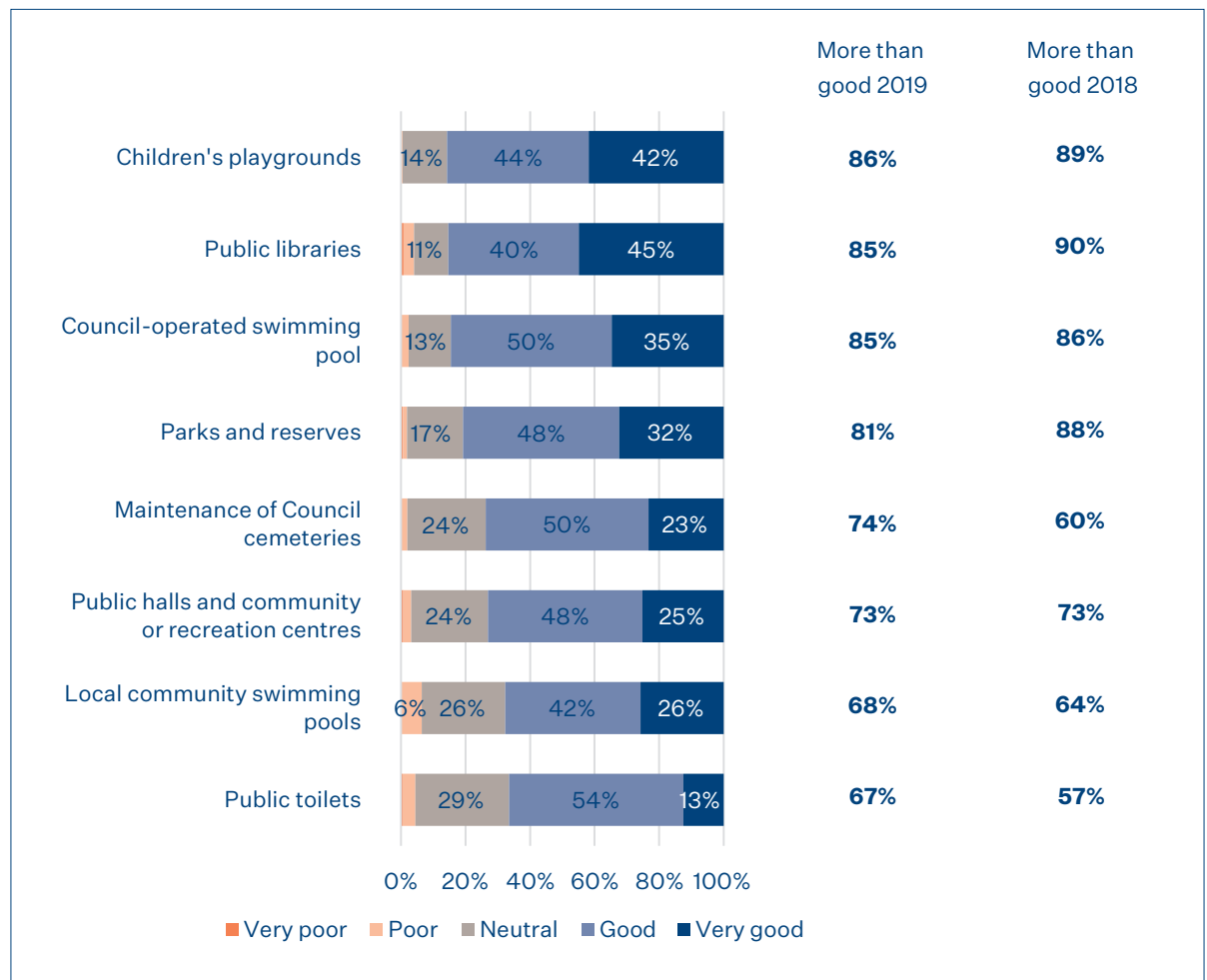
Most perceptions of community facilities have remained fairly stable over time; however cemetery maintenance and community swimming pools have both improved this year.

7.3: Community Facilities, Over Time



Of the community facilities, Council performance was rated most highly by users of children's playgrounds (86%), public libraries (85%) and Council-operated swimming pools (85%). This year, parks and reserves have seen a decline, while maintenance of Council cemeteries and public toilets have seen significant increases.

Figure 7.4: Community Facilities, Performance by Users



Those in minimal variations by location, although those in Malvern are generally a little less positive.

There are minimal variations by age and gender.

Table 7.5: Community Facilities, Performance, All residents

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Public halls	73%	71%	63%	74%	77%	69%
Public toilets	60%	60%	53%	58%	61%	67%
Children's playgrounds	85%	83%	77%	88%	81%	87%
Public libraries	83%	84%	86%	75%	88%	91%
Parks and reserves	84%	77%	68%	83%	85%	87%
Council operated cemeteries	69%	70%	67%	69%	73%	70%
Council operated swimming pools	80%	84%	84%	76%	86%	87%
Community swimming pools	67%	66%	67%	68%	61%	72%

Please note that residents self-identified as living in a town or rural area, therefore this data may not correspond to the Council's definition of zones.

Table 7.5: Community Facilities, Performance, All residents

	Male	Female	18-34	35-54	55+
Public halls	74%	70%	67%	70%	78%
Public toilets	61%	58%	56%	57%	66%
Children's playgrounds	83%	84%	81%	85%	83%
Public libraries	82%	85%	79%	84%	85%
Parks and reserves	79%	84%	84%	81%	81%
Council operated cemeteries	72%	67%	64%	67%	75%
Council operated swimming pools	84%	80%	75%	82%	85%
Community swimming pools	72%	67%	61%	68%	69%

Residents who are dissatisfied also provided responses about the reasons for their dissatisfaction. These are compiled in Table 7.6; verbatim responses are provided in Appendix Two.

Table 7.6: Reasons for Dissatisfaction, Community Facilities

	2018	2019
PUBLIC HALLS		
Hall needs upgrade/maintenance	8	3
No public hall in the area	2	1
Halls are too small	1	0
Expensive to hire	3	0
Halls poorly run/supported	3	7
Council trying to purchase/take away halls	3	1
Other	1	1
Don't know	1	1
Total responses, public halls	17	13
PUBLIC TOILETS		
Old/ poor/ need upgrading	9	8
Not enough	11	6
Dirty/ unclean	25	6
Not easy to access/ find	2	4
Facilities not stocked (soap, toilet paper etc)	5	1
Total responses, public toilets	38	17
CHILDREN'S PLAYGROUNDS		
Outdated	1	2
Not enough equipment etc	2	3
Not enough	1	0
Only suitable for some ages	1	1
Total responses, playgrounds	3	5
PUBLIC LIBRARIES		
Small size	2	8
Book collection poor	3	8
Don't have one/ too far to travel	1	
Staff issues	1	1
Opening hours		1
Noisy		1
Total responses, public libraries	7	15
PARKS AND RESERVES		

	2018	2019
Untidy/ poor maintenance	6	3
Need more of them	2	1
Better facilities	0	2
Total responses, parks and reserves	8	6
COUNCIL OPERATED CEMETERIES		
Untidy/ poor maintenance	3	2
Perceive a decline in facilities	2	
Total responses, cemeteries	5	3
SWIMMING POOLS		
Small size/too busy	8	3
Staff communication/behaviour	3	3
Poor layout/ planning	2	2
Need more features	1	2
Sometimes limited access for public users	1	2
Under-resourced/outdated	0	4
Health and safety concerns	0	1
Total responses, Swimming pools	13	11

8 Quality of Life



8 Quality of Life

Questions were asked regarding perceptions of quality of life in the Selwyn District. Three specific areas were asked about:

- Perceptions of living in Selwyn;
- Residents’ sense of community; and
- Community involvement.

Residents were asked how much they agreed or disagreed that Selwyn is a great place to live, and that they have a sense of community with the people in their neighbourhood. These questions were asked using a simple five-point Likert scale, ranging from strongly agree to strongly disagree.

In line with last year, majority of residents still agree or strongly agree (91%) that Selwyn is a great place to live. Over three-quarters of residents (71%) agreed that they feel a sense of community with other residents in their neighbourhood.

Figure 8.1: A Great Place to Live

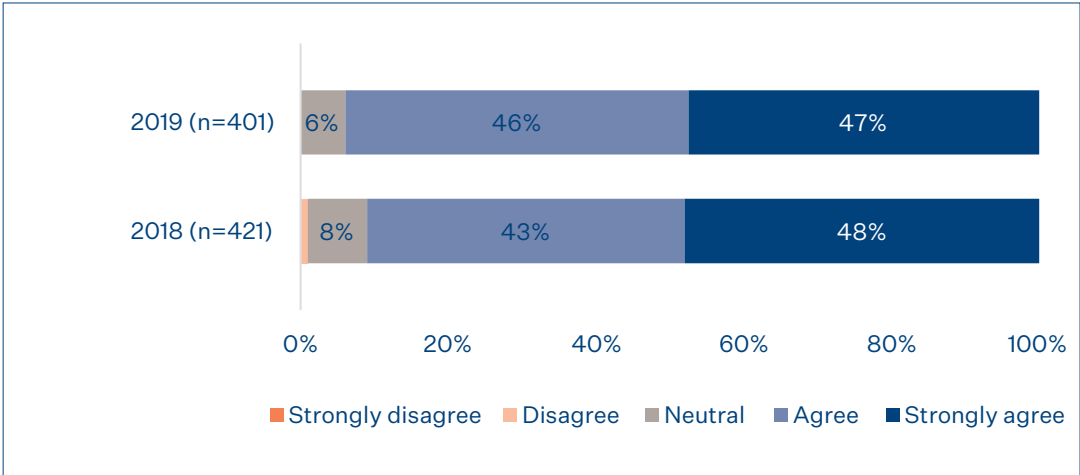
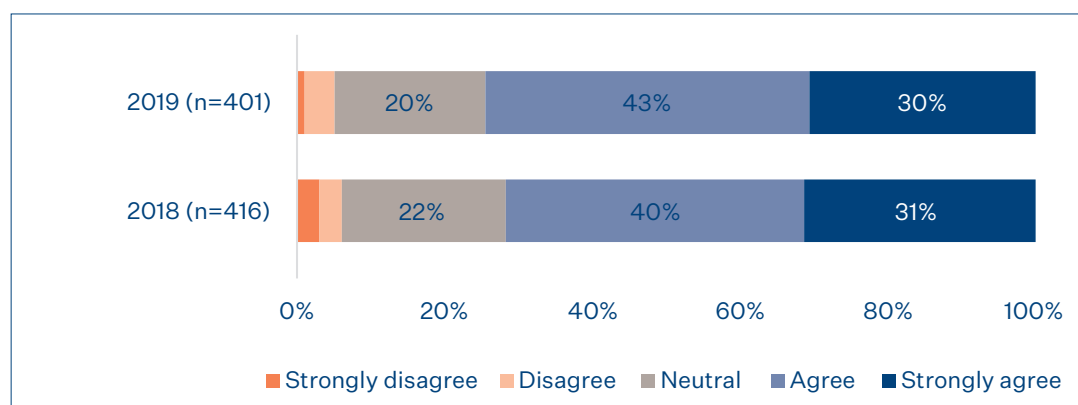


Figure 8.2: A Sense of Community

Residents were asked why they agreed or disagreed that Selwyn is a great place to live. The main reasons for agreement were similar to what was recorded last year. The top reasons were good atmosphere and environment (38%), being generally happy with the district (26%), and good community (22%).

Table 8.3: Reasons for Rating 'Selwyn is a great place to live'

	2018 (n=421)	2019 (n=401)
Good atmosphere/ environment (e.g. rural, peaceful, clean, open spaces)	32%	38%
Generally happy with district/ Because I live here	29%	26%
Good community/ people (e.g. friendly, diverse, neighbourhood spirit)	23%	22%
Good services/ activities (e.g. rubbish collection, community events, outdoor recreation)	19%	14%
Good facilities/ amenities (e.g. pools, parks, buildings)	18%	22%
Accessible to Christchurch	13%	12%
Central/ accessible to everything needed	12%	13%
Away from Christchurch/ main cities	10%	3%
Feel safe (low crime, away from earthquakes)	8%	8%
Good place for families/ raising children	7%	5%
District growth (positive)	7%	6%
Good population density/ low traffic	7%	5%
Good Council/ Mayor	6%	4%
Good infrastructure (e.g. roading, sewage, water supply)	5%	3%
Poor or inadequate infrastructure (e.g. roading, sewage, water supply)	4%	2%
District growth (negative)	4%	2%
Poor or inadequate facilities/amenities (e.g. pools, parks, buildings)	0%	2%

	2018 (n=421)	2019 (n=401)
Poor or inadequate services/activities (e.g. rubbish collection, community events, outdoor recreation)	0%	2%
Affordable	0%	2%
Unhappy with community/people (unfriendly, too crowded)	0%	2%
Other	15%	9%
Don't know	2%	1%
NET	100%	100%

Residents who did not feel a sense of community were asked why they had disagreed with the statement (n=21). The most common response recorded was that the respondent prefers to keep to themselves, friends or family (24%).

Table 8.4: Reasons for Not Feeling a Sense of Community

	2018 (n=43)	2019 (n=21)
Prefer to keep to myself/ friends and family	5%	24%
Don't know my neighbours	14%	19%
Lack of community spirit/ feeling	14%	14%
Live far away	14%	14%
Neighbours unfriendly/ keep to themselves	21%	10%
Too many new people	9%	10%
Too busy	7%	10%
Lack of events	12%	5%
Nothing in common with neighbours	7%	5%
Know my immediate neighbours only	7%	0%
Income inequality	5%	0%
Don't Know	12%	5%
NET	100%	100%

Residents were asked if they belonged to a series of groups in Selwyn. Levels of participation were notably similar to last year. The most common group was sports clubs (30%) and community or voluntary group (30%).

Overall, 28% of residents said they were not involved in any of the listed community groups, primarily because they are not interested in joining such groups.

Table 8.5: Membership of Community Groups

	2018 (n=421)	2019 (n=401)
Sports club	35%	30%
Community or voluntary group	27%	30%
Network of people from work or school	25%	23%
Hobby or interest group	20%	19%
Church or spiritual group	14%	11%
Online network, or online gaming communities	6%	14%
Other, please specify	2%	4%
None, because I'm not interested	15%	17%
None, I want to but don't know how to find out about them	2%	1%
None, I don't have time	8%	7%
None, I belong to groups outside Selwyn	3%	1%
None, for age/health/personal reasons	2%	2%
None, interests not catered for in Selwyn	0%	0%

Residents were asked if they volunteer for any of the groups they are involved in, or any other groups. In total, 43% of residents were involved in volunteering in Selwyn, and further 11% were involved in volunteering outside Selwyn. Being too busy (31%) was the main reason for not volunteering.

Table 8.6: Volunteering

	2018 (n=421)	2019 (n=401)
Yes, in Selwyn	41%	43%
Yes, not in Selwyn	15%	11%
Yes, as needed	0%	0%
Yes (Total)	52%	54%
No, I am too busy	30%	31%
No, because I'm not interested in volunteering	9%	10%
No, I want to but don't know how to find out about them	2%	2%
No, due to health/age/personal reasons	3%	2%
No, reason unspecified	2%	0%
No, but volunteered in the past	2%	2%
No, but currently looking for volunteer work	0%	0%
No (Total)	47%	47%
Other, please specify	1%	3%

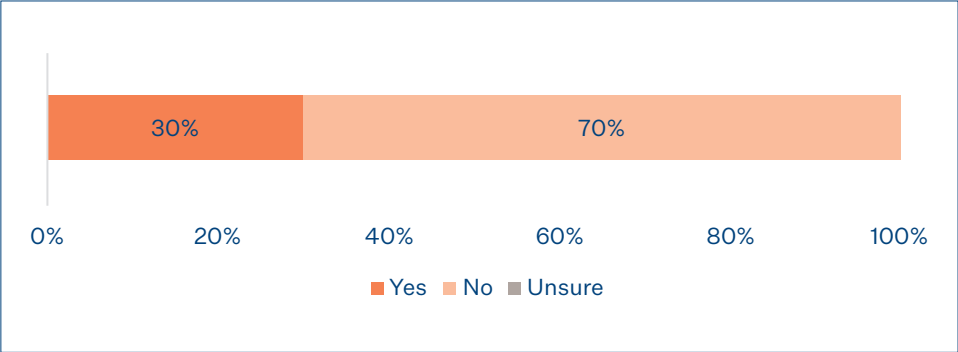
9 Customer Service



9 Customer Service

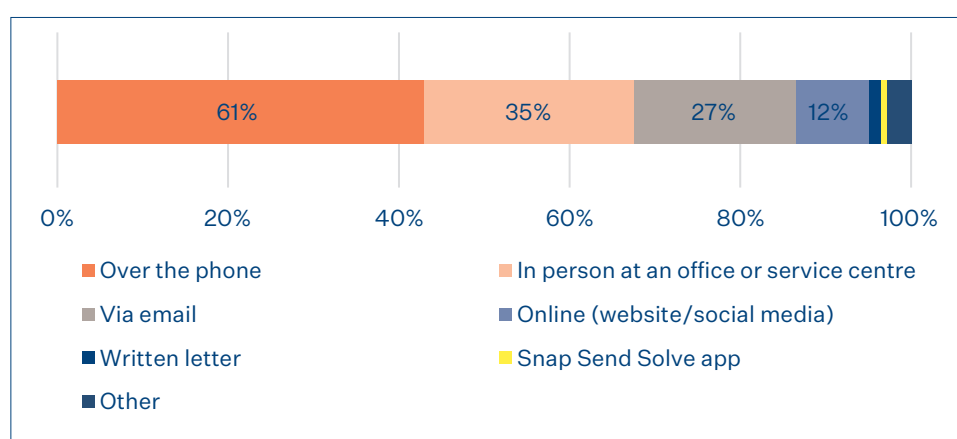
This year, to gather a snapshot of customer experience when interacting with the Council, residents were asked if they had personally contacted the Council in the last three months. Only 30% had contacted the Council, and this is lower among 18-34 year olds.

Figure 9.1: Frequency of Respondents Who Have Contacted the Council in the Last Three Months



The most popular means to contact the Council was over the phone (61%). Respondents were also likely to visit an office or service centre in person (35%) or write an email (27%).

Figure 9.2: Form of Contact with Council, by Those Who Have Contacted the Council in the Last Three Months



Those who have contacted the Council, interacted with a wide variety of Council departments. The most popular was reception (26%), followed by the building department (18%).

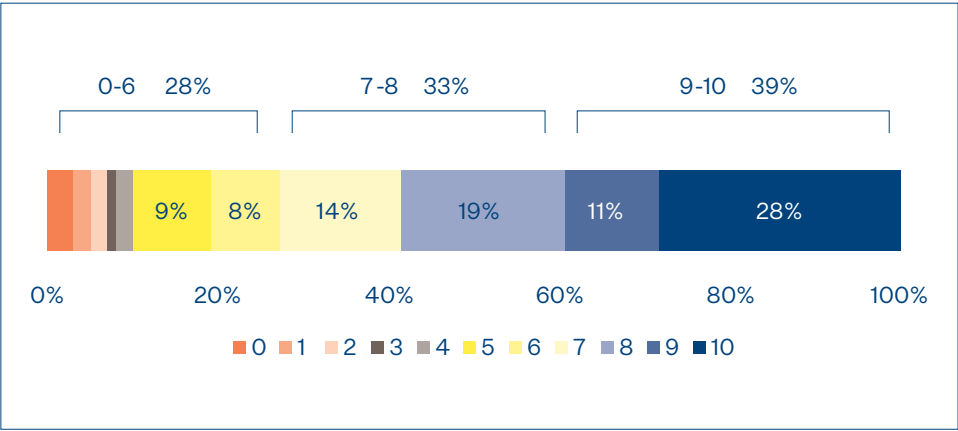
Table 9.3: Departments Contacted, by Those Who Have Contacted the Council in the Last Three Months (showing those visited by 5% or more)

Main customer phone line or reception in Rolleston office	26%
Building department (for building consents or building enquiries)	18%
Planning department/resource consents	17%
Rates department	17%
Dog registration	17%
Roading	14%
Animal control	12%
Libraries	12%
Water services	12%
Community centre or Lincoln Event Centre	9%
Selwyn Aquatic Centre or community pools	8%
Waste, rubbish and recycling	7%
LIMS (Land information memorandum)	5%
Don't know/unsure	1%

We asked those who had been in contact with the council to what extent the Council were easy or difficult to deal with. Overall, the majority of customers had a positive experience, and over 1 in 4 (28%) providing the highest rating at ten out of ten.

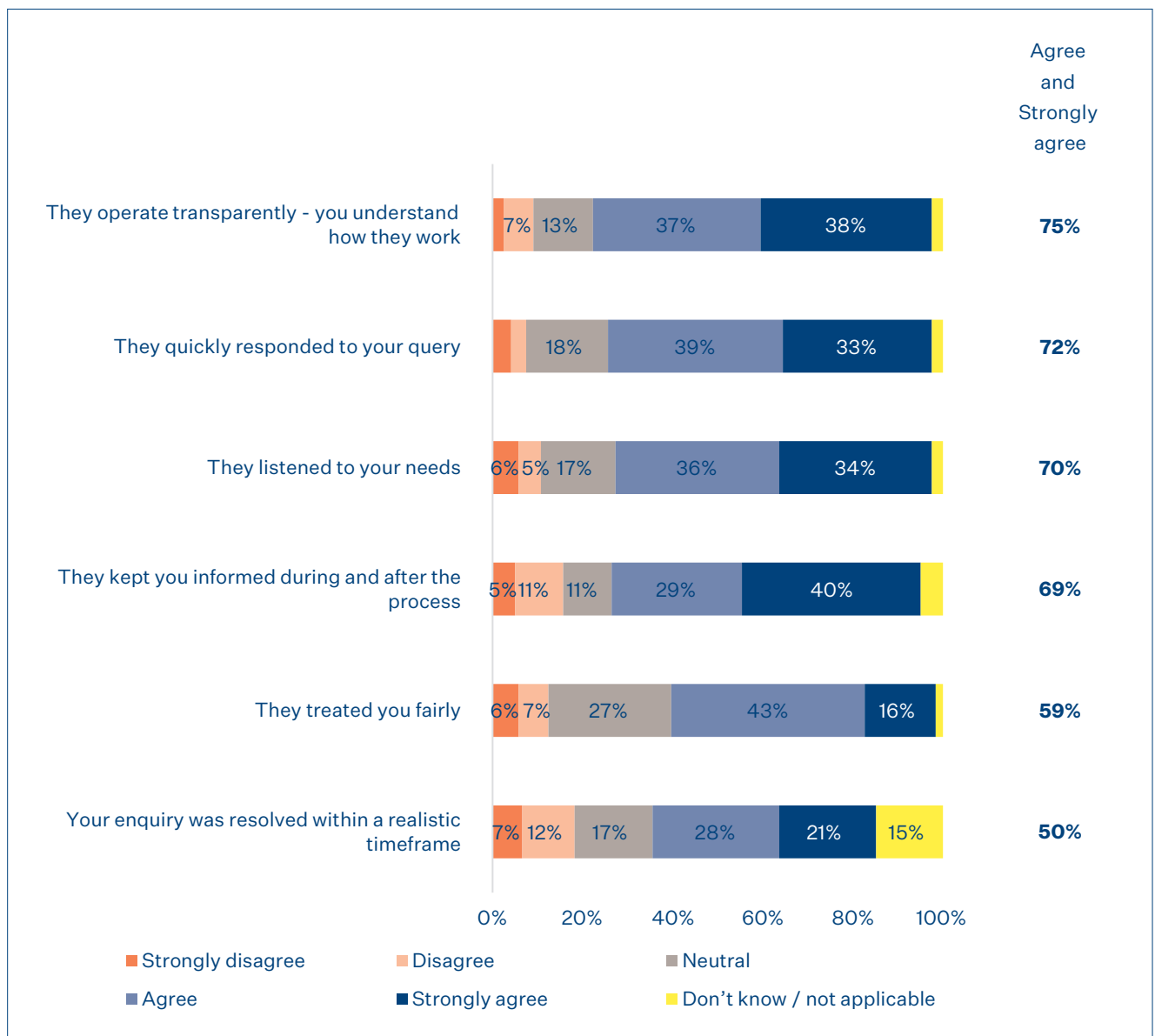
Just 1 in 10 rated the Council less than a 5.

Figure 9.4: Ease of Dealing with the Council, by Those Who Have Contacted the Council in the Last Three Months



Finally, residents who have contacted the council were also asked how much they agreed or disagreed with statements about their experience. This shows that the stronger areas are around responsiveness and how customers are treated, however transparency of process and being kept informed throughout the enquiry generally perform lower.

Figure 9.5: Agreement with Aspects of Customer Experience



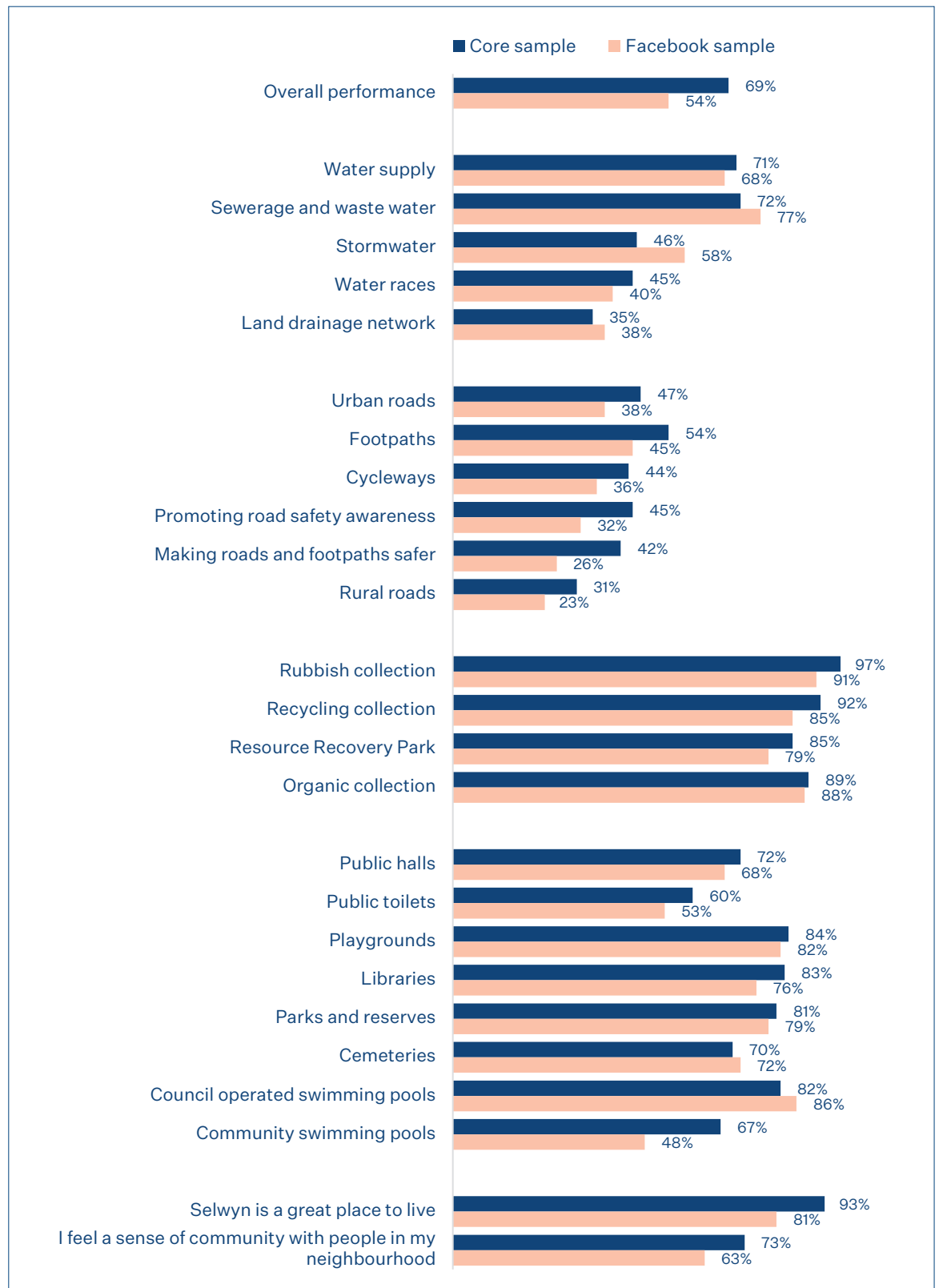
10 Appendix 1: Social media responses

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10 Appendix 1: Social media responses

Concurrently, the survey was promoted through Selwyn's Facebook page, through which 227 residents completed the survey. The profile of Facebook respondents was skewed towards those living in the Selwyn ward, females, and those aged 25-44 years old (see table 2.3.2).

Results show that the Selwyn Facebook sample are less positive with Council performance overall. All performance metrics from the self-selected online sample are lower than from the representative telephone survey. This is most evident in the 54% that rated the overall performance of the council is more than good, which is significantly lower than the representative telephone survey with a score of 69%. All other aspects are rated lower by the Facebook sample, except waste water, storm water and Council run swimming pools.





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